

s.16(1)(b)

## Chinook 1.5 Questionnaire

### Landing Page/Introduction

The purpose of this survey is to obtain feedback from the field on user perceptions of Chinook 1.5. This survey also asks users to make comparisons between Chinook Mod3/Mod3+ with Chinook 1.5 to find out why users prefers one platform over the other. The responses will help the Digital Journey Labs analyze what improvements must be made to improve user confidence in Chinook 1.5.

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### **Section 1: Ability to Process, Assess Applications, Write Notes, and Make a Final Decision Effectively (Quantitative Baseline Activities)**

The purpose of this exercise is to measure the amount of time it takes an officer to process an application with Chinook 1.5 versus with Chinook Mod3+.

1. Do you currently have Chinook Mod3 or Mod3+ installed on your workstation?  
 Yes  
 No
2. For the following questions, you will be asked to process 5 applications using Chinook Mod 3/ Mod 3+. The following questionnaire will help you time your progress for this “time-in-motion” exercise. Please open Chinook Mod 3 or Mod 3+ and prepare 5 applications for this exercise.
3. App#1: Please input the application number below and continue to begin the timing:  

Please explain.
4. App#1: Please select your assessment from the following choices. Once you continue onto the next page, the timing will stop.  
 Approval  
 Refusal  
 Withdrawal  
 Requesting for Medicals  
 Requesting for Additional Documents  
  
 Other (Please indicate below):

Please explain.

5. App#2: Please input the application number below and continue to begin the timing:

Please explain.

6. App#2: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

- Other (Please indicate below):

Please explain.

7. App#3: Please input the application number below and continue to begin the timing:

Please explain.

8. App#3: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

- Other (Please indicate below):

Please explain.

9. App#4: Please input the application number below and continue to begin the timing:

Please explain.

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**10.** App#4: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents
  
- Other (Please indicate below):  

Please explain.

**11.** App#5: Please input the application number below and continue to begin the timing:

Please explain.

**12.** App#5: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

- Other (Please indicate below):  

Please explain.

**13.** For the following questions, you will be asked to process 5 applications using Chinook 1.5. The following questionnaire will help you time your progress for this “time-in-motion” exercise. Please open Chinook 1.5 and prepare 5 applications for this exercise.

**14.** App#1: Please input the application number below and continue to begin the timing:

Please explain.

**15.** App#1: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

Other (Please indicate below):

Please explain.

**16.** App#2: Please input the application number below and continue to begin the timing:

Please explain.

**17.** App#2: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

Other (Please indicate below):

Please explain.

**18.** App#3: Please input the application number below and continue to begin the timing:

Please explain.

**19.** App#3: Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval

- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

Other (Please indicate below):

Please explain.

**20. App#4:** Please input the application number below and continue to begin the timing:

Please explain.

**21. App#4:** Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals
- Requesting for Additional Documents

Other (Please indicate below):

Please explain.

**22. App#5:** Please input the application number below and continue to begin the timing:

Please explain.

**23. App#5:** Please select your assessment from the following choices. Once you continue, the timing will stop.

- Approval
- Refusal
- Withdrawal
- Requesting for Medicals

Requesting for Additional Documents

Other (Please indicate below):

Please explain.

## Section 2: User Satisfaction and Well-being

- To what extent do you agree with the following statement: From the 'Applications Summary' page, Chinook 1.5 makes it simple to view and access applications for processing.

Strongly agree  
 Agree  
 Somewhat agree  
 Neutral  
 Somewhat disagree  
 Disagree  
 Strongly disagree

- How efficient is Chinook 1.5 when you make the following decisions? For instance, does it require you to click more often or navigate between screens more often than Chinook Mod3+ or GCMS?

Decision	Efficiency			
	Extremely Efficient	Somewhat Efficient	Inefficient	Not Applicable
<b>Approval</b> (includes generating a control document, passport request letter, choose relevant)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

conditions and validity dates)				
<b>Refusal</b> (includes inputting refusal grounds, refusal notes, and the ability to review relevant information within the application summary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Withdrawal</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other Decision</b> (includes requesting for medicals, additional documents, CAQ, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**


3. In general, how coherent do you find each of the following platforms? For instance, are the sequence of steps coherent as you progress through an application with the platforms below?

Platform	Coherence			
	Extremely Coherent	Somewhat Coherent	Incoherent	Not Applicable
GCMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinook Mod3 & Mod3+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Chinook 1.5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**Comments:**

4. How often have you experienced platform stability issues unrelated to network/internet connection while using each of the following platforms? For example, loading times between screens are long.

Platform	Frequency							
	Never	Rarely	Occasionally	Sometimes	Frequently	Often	Always	Not Applicable
GCMS	<input type="checkbox"/>							
Chinook Mod3 & Mod3+	<input type="checkbox"/>							
Chinook 1.5	<input type="checkbox"/>							

**Comments:**

5. Which platform do you find more valuable to you as a user: Chinook 1.5 or Chinook Mod3/Mod3+

Chinook 1.5 delivers more value to me as a user.

Please explain why Chinook 1.5 delivers more value to you as a user.

Chinook Mod3 or Mod3+ delivers more value to me as a user.

Please explain why Chinook Mod3 or Mod3+ delivers more value to you as a

6. Which feature(s) do you think are the most effective for you in Chinook 1.5?

Answer.

7. What other feature(s) would you like to see in Chinook 1.5?

Answer.

**8. How will you rate your overall productivity after you have begun processing TR using Chinook 1.5?**

- Increased
- Unchanged
- Decreased

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### **Section 3: Change Management**

**1. How would you rate your confidence in knowing how to successfully use Chinook 1.5?**

- Very Confident
- Somewhat Confident
- Not Confident

**2. Was the training sufficient to make best use of the tool? If the training was not sufficient, please include details on what was lacking and suggestions on how it can be improved.**

- Yes
- Somewhat

Answer.

- No

Answer.

**3. Do you have the resources to increase your confidence working effectively with Chinook 1.5? If not, please indicate which resource(s) you are lacking.**

- Yes
- No

Please indicate which resource(s) you are lacking.

**4. What is your preferred approach to receive training? i.e. One-on-one training, group training, online videos, User manual etc.**

- One-on-one training
- Group training
- Online training video(s)
- User manuals (including SOPs)
- Other (Please indicate below):

Answer.

**5. Overall, how would you like to receive additional information about Chinook 1.5?**

- E-mail
- Program Delivery Instructions (PDIs on Connexion)
- Updates to user manuals (including SOPs)
- Through your respective Chinook Expert
- Other (Please indicate below):

Answer.

**End of Survey Note**

We thank you for your time spent taking this survey. Your response has been recorded.